Amendments to the Drawings:

The attached sheet of drawings includes changes to Figure 2. This sheet, which includes Figure 2 replaces the original sheet including Figure 2. In Figure 2, the element number for the tandem switch has been corrected from ~~16~~ to 12. Also the "requested device 6" has been added.

Attachment: Amended Sheet Showing Changes
Replacement Sheets

REMARKS

Claims 1-38 are pending.

Claims 1-38 stand rejected.

Claims 1-3, 9, 23, 24 and 31 are amended.

Claims 1-38 are hereby presented for reconsideration.

In paragraph 2 of the Office Action the Examiner has objected to the drawing because the reference character 16 was inadvertently used to designate two different elements. Applicants have amended Figure 2 so that the tandem switch is correctly labeled as element "12" and respectfully request that this objection be withdrawn.

In paragraph 3 of the Office Action the Examiner has objected to the drawings under 37 CFR 1.83(a) because the "requested device 6" is not shown in the drawings. Applicants note that the present invention is directed primarily to a directory assistance system where by a caller 4 is seeking the contact information for a requested device 6 as noted in paragraphs [0014] and [0015]. As such, Figure 2 has been amended to show requested device 6, as described in paragraphs [0014] and [0015] and respectfully request that this objection be withdrawn.

In paragraph 5 of the Office Action, the Examiner has rejected claims 1-38 under 35 U.S.C. § 102(b) as being anticipated by Shtivelman (U.S. Patent Publication No. 2002/0054670). Applicants respectfully disagree with the Examiner's contentions and submit the following

remarks in response.

The present invention as claimed in independent claim 1, is directed to a call routing system for use in directory assistance. The routing system includes a primary call routing device at a first directory assistance system configured to receive directory assistance calls from callers. The primary call routing device determines, for each of the calls, whether the calls will be handled by the first directory assistance system, or by a second directory assistance system among a plurality of directory assistance systems.

A secondary router at the first directory assistance system routes the calls within the first directory assistance system to said primary call routing device. If the primary call routing device is off-line, the secondary call router employs a default call distribution logic to route the calls among the first directory assistance system and the plurality of directory assistance systems.

Independent claim 24 is a similar claim in method format.

Such an arrangement provides an advantage over prior art arrangements by employing a redundant call distribution system in a directory assistance system. See paragraph [0005]. The primary call routing device 34 is used to distribute calls between a first system 2 and a second remotely located system 2' See paragraph [0027] and Figure 2. In the event that the primary call routers 34 are offline, the secondary call router 30, located at the same first directory assistance system 2 may employ a default call distribution logic to ensure continued call routing based on a default call distribution logic. See paragraph [0073] and Figure 4.

To form the rejection the Examiner has cited the Shtivelman reference. Shtivelman is directed to an emergency call distribution system where incoming calls 19 from the PSTN 11 are routed through processor 29 to either a first emergency call center 13 or a second emergency call center 15.

In such an arrangement each system has only one call router. In the case of the incoming call network (PSTN 11) the only router is processor 29. Likewise, centers 13 and 15 each have processors 45 and 47 respectively. See paragraph [0028]. In operation, the processor 29, after receiving a call determines which center to send the call to. In the event of a large emergency with corresponding high call volume, processor 29 loops the calls back to an IVR 21 to explain the situation to the caller and allow for some additional input from the caller. See paragraph [0034].

To form the rejection, the Examiner compares the T servers 31 of processors 47 (in call center 15) to the primary call router of the present invention and the T-server 31 of processor 29 (in the incoming call network 11) to the secondary router.

However such a comparison is in error. As noted above all of the primary routing *between the call centers* is handled by t-server 31 on processor 29. T-server 31 on processors 45 and 47 in call centers 13 and 15 are primarily for controlling routing *within their call centers* such as to the various internal components and operators even though they may have some influence over processor 29 at times.

For example, paragraph [0031] of Shtivelman states:

> "T-server 31 controls how calls 19 are routed through the system according to programmable rules existing within each call center for the routing of calls within the call center, and according to rules established via each call center for routing their calls at the network level. *For example, T-server 31 running on processor 29 may control how calls will be routed by SCP 17. T-server 31 running on both processors 45 and 47 control in-house routing, outbound routing, and may, in some instances, exert control over processor 29 through communication with T-server 31 running in processor 29.*" (emphasis added)

Such an arrangement at best shows a primary call routing device (T-server 31 on processor 29). However, such a call routing device for managing calls between one call center and another second call center *is not located within a call center itself*. Furthermore, there is no secondary router that is utilized when the primary call routing device is off-line. Incoming call network 11 only maintains one router device, namely processor 29.

As such, the cited prior art reference does not teach or suggest all of the elements as claimed in independent claim 1. For example, there is no teaching or suggestion in Shtivelman that discloses a secondary router at the first directory assistance system.

Likewise there is no teaching or suggestion in Shtivelman that discloses that if the primary call routing device is off-line, the secondary call router employs a default call distribution logic to route the calls among the first directory assistance system and the plurality of directory assistance systems.

For at least this reason, Applicants respectfully request that the rejection of independent claims 1 and 24 be withdrawn. Also, as claims 2-8 and 25-30 depend therefrom respectively, these claims should be allowed for at least the same reasons.

Regarding independent claim 9, the present invention is directed to a call routing system for use in a directory assistance system. The routing system includes a primary call routing device configured to receive directory assistance calls from callers and a frequent caller database configured to store information corresponding to frequent caller. A frequent caller routing module is coupled to the primary call routing device configured to determine if a particular caller's information is stored in the frequent caller database such that if the caller's information is stored in the frequent caller database, the primary call routing device utilizes the information and determines if the caller is to receive priority call routing.

Independent claim 31 is a similar claim in method format.

Such an arrangement is directed to providing preferential treatment to callers if they are frequent callers to the system. As outlined in paragraphs [0030] - [0032] of the present invention, the primary call routers (ICM 34) reviews caller information regarding their past calls and, using that information determines if they are to receive preferred call routing.

To form the rejection, the Examiner cites to database 81 from paragraph [0026] of Shtivelman which include "information needed by service operators to assist them in processing calls" However, this database is not a call history database but rather a database that is used by

the operators to "handle calls" presumably related to the emergency services they provide. The statistical server 33 running on the primary call routing processor 29 is merely a statistical analysis tools that may be employed by the call centers at a later time to modify their general routing rules. See paragraph [0041]

The closest item to a priority routing in Shtivelman is the IVR module 21. The primary purpose of Shtivelman is to place people on an IVR hold loop when the service center (13 or 15) that their call is to be routed to is too busy to receive their call. The IVR allows the majority of people to be kept on hold in queue, but also allows for an IVR, such as a touch tone code, to be employed by the caller to break through the hold for priority routing. However, such routing decision is based directly on the IVR response and not a recollection of stored call history from that caller.

As such, the cited prior art reference does not teach or suggest all of the elements as claimed in independent claim 9. For example there is no teaching or suggestin in Shtivelan that discloses a frequent caller routing module coupled to the primary call routing device configured to determine if a particular caller's information is stored in said frequent caller database such that if the caller's information is stored in the frequent caller database, the primary call routing device utilizes the information and determines if the caller is to receive priority call routing.

For at least this reason, Applicants respectfully request that the rejection of independent claims 9 and 31 be withdrawn. Also, as claims 10-22 and 32-28 depend therefrom respectively,

these claims should be allowed for at least the same reasons.

Regarding independent claim 23, this claim includes the features of both independent claims 1 and 9 and should be considered allowable for the same reasons set forth above.

In view of the Applicants respectfully submit that pending claims 1-38 are in condition for allowance, the earliest possible notice of which is earnestly solicited. If the Examiner feels that an interview would facilitate the prosecution of this Application, they are invited to contact the undersigned at the number listed below.

Respectfully submitted,

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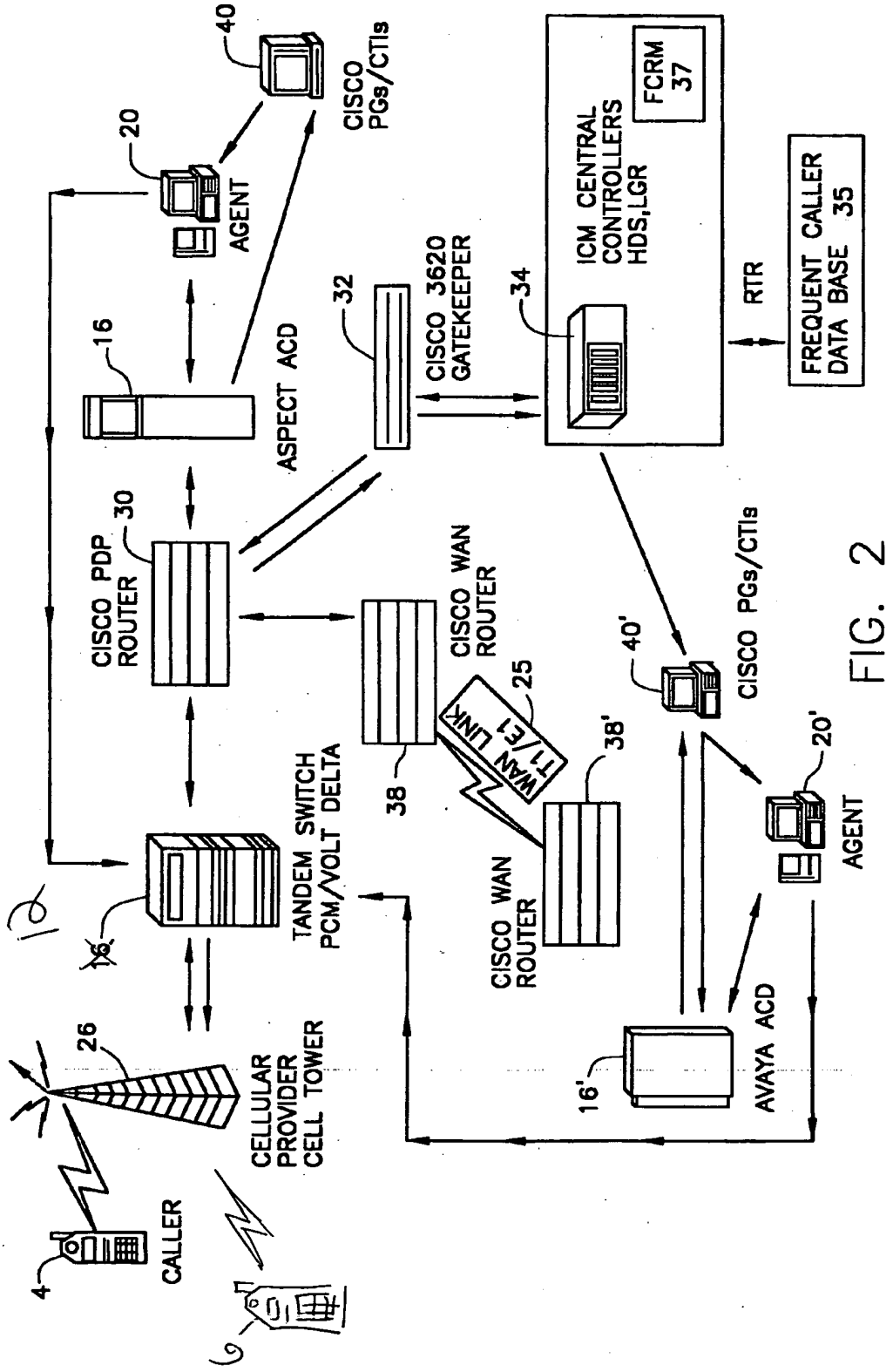
Dated: 6-30-08

APPENDIX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20
AGENT
16
ASPECT ACD
32
CISCO 3620 GATEKEEPER
34
ICM CENTRAL CONTROLLERS HDS,LGR
FCRM 37
RTR
FREQUENT CALLER DATA BASE 35
CISCO PDP ROUTER
30
CISCO WAN ROUTER
25
WAN LINK T1/E1
38
TANDEM SWITCH PCM/VOLT DELTA
CISCO WAN ROUTER
38'
40'
CISCO PGs/CTIs
20'
AGENT
16'
AVAYA ACD
26
CELLULAR PROVIDER CELL TOWER
CALLER
4

FIG. 2